

RAKESH YADAV

Multi-Property Executive Housekeeper Al Barsha,Unnamed Road-Al Barsha 1,Dubai,UAE.

PROFESSIONAL EXPERIENCE

Experience



Marriott International
5 yrs 7 mos

Multi Property-Executive Housekeeper
Full-time
Jun 2019 – Nov 2020 · 1 yr 6 mos
Managed a Team of 80 Associates In HSK & Laundry-460 Rooms Property
Westin & Le Meridien Bahrain city center



Executive Housekeeper
Full-time
Apr 2018 – Jun 2019 · 1 yr 3 mos
The Ritz Carlton Ras Al Khaimah-United Arab Emirates
Managed team of 60 Associates-101 Villas Luxury Villas Property



Luxury Hotels &
Resorts | The Ritz-...

Pre-Opening, Executive Housekeeper
Full-time
Feb 2017 – Mar 2018 · 1 yr 2 mos
Marriott Hotel, Kigali, Rwanda
Managed team of 52 HSK & Laundry Associates-252 Rooms Property



asset.PNG

Housekeeping Manager
Full-time
May 2015 – Feb 2017 · 1 yr 10 mos
The Ritz Carlton Bahrain
Managed Team of 56 HSK & Laundry Associates with 260 Rooms Property



Pre-Opening Housekeeping Manager (HOD)-Task Force
The Ritz-Carlton Hotel Company, L.L.C.
Nov 2016 – Jan 2017 · 3 mos
Al Wadi Desert Ras al khaimah, UAE



Assistant Housekeeping Manager
Sofitel
Sep 2014 – May 2015 · 9 mos
Sofitel The Palm, Dubai, United Arab Emirates
Managed a Team of 120 HSK Associates with 546 Rooms Property(366 Guestrooms & 1 service apartment)



Preopening Housekeeping Supervisor
The Oberoi, Dubai
Mar 2013 – Sep 2014 · 1 yr 7 mos
Dubai Emirate, United Arab Emirates



Housekeeping Supervisor
Taj Hotels Resorts and Palaces
May 2012 – Feb 2013 · 10 mos
Tajmahal Hotel New Delhi, India



Interim Housekeeping supervisor
The Oberoi Group
Dec 2009 – Apr 2012 · 2 yrs 5 mos
The Oberoi New Delhi, India.



CONTACT



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EDUCATION

2007-2010-Bachelor in
Hospitality and Hotel
administration.
(Institute of Hotel
Management,Lucknow,India)

Certifications

Hospitality Manager
:Leadership –AHLEI 2020

HACCAP Certifications-2019

Foundation of Cleaning -
ByMarriott International-May
2018.

Effective Training Skill-By
Marriott International 2017

Inside Out Training-Marriott

KEY RESPONSIBILITIES

1- Managing Departmental Costs

- Forecasting Housekeeping Operating supplies budget, CAPEX & OS&E budget for both the Hotels Westin & Le Meridien.
- Attending P&L meeting for Rooms Division and giving appropriate critiques for any unexpected expenses.
- Responsible for Housekeeping Contract renewal in case they get expired by inviting three different vendors once tender is open.
- Responsible for proposing appropriate manning guides for Housekeeping & Laundry in line with forecasted occupancy and business level.
- Participates in the management of the department's controllable expenses to achieve or exceed budgeted goals.
- Responsible for cost control for Guest supplies, Cleaning supplies and other Housekeeping related expenses.
- Responsible for managing checkbook and cross checking actual expenses against accrued expenses in Finance
- Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of department.

2- Ensuring Exceptional Customer Service

- Making sure every single guest is met and feedbacks are being taken for any gap with services.
- Training staff to deliver exceptional Housekeeping service which would make staff to write review on social media, Trip Advisor etc.
- Energizing Housekeeping team for creating weekly wow story and submitting it to HR for Submission.
- Creating wow moments for all guest arriving to hotels and having welcome notes present for them.
- Responsible for implementing best practices which improves Guest voice , ITR & Room Cleanliness.
- Responds to and handles guest problems and complaints.
- Strives to improve service performance.
- Empowers employees to provide excellent customer service.

3- Conducting Human Resources Activities

- Responsible for conducting interview for all vacant position in Housekeeping as a direct hiring manager.
- Responsible for ES (Employee Engagement survey) Action planning and fulfilling needs of all Housekeeping staff.
- Ensuring Housekeeping Job Requisition are being submitted timely manner in order to meet operational demand in line with business.
- Responsible for Quarterly, Mid Year, Final performance review for all associates in Housekeeping and submitting HPP & LPA before deadlines.
- Ensuring appropriate learning plan are in place for every single employee in departments for their own development.
- Making sure that training are being conducted on daily basis as per our training calendar for entire Housekeeping staff.
- Ensuring Housekeeping payroll get completed timely manner
- Introducing Housekeeping incentive for rewarding Housekeeping staff based on performance.

4- Managing Housekeeping Operations

- Ensures guest room status is communicated to the Front Desk in a timely and efficient manner.
- Making sure that Housekeeping services & Standard are adhered with Brand standard.
- Responsible for conducting self Audit within department and putting correct action plan.
- Responsible to achieve green zones in BSA Audit and achieving goal as assigned on property Level.
- Works effectively with the Engineering department on guestroom maintenance needs.
- Work closely with engineering in order to have monthly PPM schedule .
- Ensuring monthly Inventory are being done for Guest Supplies, Cleaning Supplies, Operating supplies and machines & Inventory.
- Meeting the supplier for any requirement in Housekeeping operations.
- Making sure that each guestroom are scheduled for ppm and deep cleaning as per scheduled provided by engineering.

Foundation Of Leadership-
Marriott International-2017

Marriott Certified Interviewer-by-
Marriott International-Jan 2016

SKILLSET

- Pre Opening Expert
- Lean Operations
- Cost Saving Ideas
- Leadership Skills
- Six Sigma Expert

TOOL & TECH

- PMS Opera
- MICROS
- CXP
- ACE Requisition
- OASYS
- ASANA - Task Management
- WHEN I WORK - Online Rostering

HK Audit Scores

Brand standard Audit Score-
98.8%

Employee engagement survey
score -100% for three
consecutive years with Ritz
Carlton Bahrain.

Pre-Opening Trainer for Bulgari
Dubai personally Invited by
President of Ritz Carlton Hotel
, Mr. Hurve Humler in 2017.